

//SPEED POST//

No.M-11013/11/GEN/MER/2016  
Government of India  
Ministry of Statistics and Programme Implementation  
National Sample Survey Office  
(Field Operations Division)

Regional Office, Maha (E) Region  
CGO Complex, A-Block, 3<sup>rd</sup> Floor  
Seminary Hills, NAGPUR -06  
Date: 26.02.2016

To

M/s. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub : Quotation for Sweeping & Cleaning Services NSSO(FOD) Office--reg

Sir,

The Regional Office, National Sample Survey Office (Field Operations Division), under the Ministry of Statistics and Programme Implementation, Government of India, invites Sealed Quotations/Bids from experienced and reputed registered firms engaged in the business of Sweeping & Cleaning Services for NSSO Office located at CGO Complex, Seminary Hills, Nagpur, on contract basis for a period of one year from the date of award of contract. The detailed terms and conditions for providing Sweeping & Cleaning Services to NSSO(FOD) Office, Nagpur is enclosed. The interested tenderers may send their tender on or before 20.03.2016.

The interested parties may inspect the premises at any time during office hours on any working day to assess the job requirement / quantum of work involved. They are requested to read the terms and conditions of the contract carefully before sending the quotation. The firms should send their quotations to Head of Office, Regional Office, National Sample Survey Office (FOD), 3rd floor, A-Block, CGO Complex, Seminary Hills, Nagpur. The sealed envelopes should be superscribed "Quotation for Sweeping & Cleaning Services".

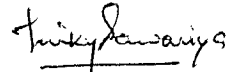
*EDC Mr. Anand*  
*21/3/16*

Bidder shall quote the rates in Indian Rupees for the entire contract on a 'single responsibility' basis. This includes all the liabilities of the contractor such as cost of all statutory liabilities like Minimum Wages, ESI, PF contributions, service charges, all kinds of taxes etc. which should be clearly stated by the contractor. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected. Conditional bids/offers will be summarily rejected.

The quotation should be valid at least for 4-months from the date of submission. Late submission of tenders shall not be accepted. Undersigned reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

Encl : Annexure-I,II & III

Yours faithfully,

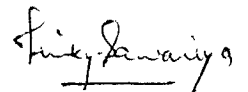


(Pinky Sawariya)

Assistant Director & H.O.

Copy to:

1. Notice Board, NSSO (FOD), Regional Office/ Zonal Office, Nagpur.
2. The Computer Centre, New Delhi for uploading in the website.



(Pinky Sawariya)

Assistant Director

## ELIGIBILITY CRITERIA

Only those Agency/Proprietary Firm/Partnership Firm/Company who fulfill the following minimum criteria need to submit their bids and failure to provide necessary documents will render the bidder disqualified on technical grounds:-

1. The bidder should have the Registrations of a) PF Registration b) ESI Registration c) Service Tax Registration d) Valid License, issued by Regional Labour Commissioner, Govt. of India, and details of the same be provided in the Bid.
2. It should have PAN, TIN number and Sales Tax/Service Tax Registration (proof in this regard may be attached with the bid).
3. The service provider should have a work experience of minimum three years for Sweeping & Cleaning Services preferably with the Government Department. The necessary experience certificate to be attached with the tender documents.
4. It is obligatory for the contractor that workers are paid at least minimum wages according to minimum wages fixed by the Central Government from time to time.
5. They should have no police case against them in any of the police station of India. Self-undertaking to be attached with the tender documents.
6. The bidders must have successfully completed minimum three contract jobs of providing Sweeping & Cleaning Services under the respective contract for organizations, Institutions or reputed Private firms.
7. It should have been registered under Relevant Act and a copy each of the registrations shall be attached with the bid.
8. It should not have been blacklisted by any Government Organization. Undertaking in this regard is to be furnished.

## Terms and conditions for Engagement/ Outsourcing of Sweeping & Cleaning Services for NSSO (FOD), Office

### I. Introduction

The National Sample Survey Office (Field Operations Division) under the Ministry of Statistics and Programme Implementation, Government of India, located at CGO Complex, A-Block, 3rd floor, Seminary Hills, Nagpur. The approximate total area for which Sweeping & Cleaning Services is required is 10000 sq. feet (929 sq. meters approximately). Housekeeping services such as cleaning, dusting, sweeping and miscellaneous work in the office premises. Efficient Cleaning, Housekeeping services are required in the Office. Consequently, scope, terms and conditions of required services are being given below.

### SCOPE OF WORK

The contractor will perform all the services pertaining to cleaning, and sweeping the premises of NSSO (FOD), located at CGO Complex, Seminary Hills, Nagpur - 440006 including toilets, corridor and staircases etc. and the area of the office space (approximately) is as under :-

Sr. No.	Name of the Building/ Location	Total Area (Sq. Feet)	Work
1	NSSO(FOD), Regional Office & Zonal Office, 3 <sup>rd</sup> Floor, A- Block, CGO Complex, Seminary Hills, Nagpur(Maharashtra)	10000 sq. feet (929 sq. meters)	"Providing housekeeping services such as cleaning, dusting, sweeping and cleaning of latrine bathroom of office premises"

### SWEEPING & CLEANING SERVICES

The contractor shall ensure cleaning work including sweeping of floor, wet floor cleaning and dusting of wall, TV sets, Refrigerator, doors and windows from inside and outside, staircase, dusting of Venetian blinds/curtains, cleaning of tables, chairs and cupboards, removing cobweb in office covering floor, ceiling, side balconies, corridors, staircases and terrace in all/around the premises of office on a regular basis.

The contractor shall be responsible for the proper sweeping, mopping and cleaning of the office and should keep the office & its premises clean. All the Housekeeping material like brooms, cobweb sticks, dusters, mop sticks, buckets, mugs, toilet cleaner, floor cleaner, toilet fresheners, urinal cakes, cleaning powder, phenyl, hand

wash liquid, toilet cleaning brush, cleaning / dusting cloth, water wipers, dust bins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner etc. shall be supplied by the Office on need basis. The requirements of such consumables will have to be requisitioned by the Contractor to this office in advance, to ensure smooth and uninterrupted service.

The prime object of housekeeping services is to maintain the entire premises in a neat and tidy/clean condition. The premise is to be maintained from hygienic point of view.

The broad details of work covered under the scope is enumerate as follow

Sl. No.	Description of Work	Periodicity	Remarks
(i)	Sweeping and cleaning of the floor.	Thrice Daily	Using cleaning powder and wipe-out for floors
(ii)	Dusting and cleaning of tables, chairs, filing, cabinets, sofas, curtains and blinds, library book racks;	Once Daily	Conventional way of cleaning (including vacuum cleaning of upholstery)
(iii)	Cleaning of all computers, telephone instruments, photocopiers and other office equipment in the office premises	Once Daily	Using DETTOL Liquid spray and fine cotton/cloth
(iv)	Cleaning Gents and Ladies toilets and wash basins with fittings, mirrors etc.;	Thrice Daily	Using phenyl, hydrochloric acid, detergent powder, if so required, naphthalene balls to be added regularly to urinal pots and wash basins (at least 4-5 balls per basins). Liquid soap containers should be filled up with good quality of liquid daily. Cleanliness of containers should be maintained, good quality air freshener to be added in sufficient no. for urinals and wash basins
(v)	Cleaning choked toilets;	As and when required	Conventional way of cleaning,
(vi)	Cleaning of notice board, nameplates, key boxes, etc.;	Daily	Conventional way of cleaning,
(vii)	Cleaning of fans, bulbs, tube lights, windows, doors, glass panels, partitions of cabins, A/C outlets, cobwebs, etc.;	Once in a week	Conventional way of cleaning,
(viii)	Cleaning of Committee Room and Conference Room	Once weekly or As and when required.	Using vacuum cleaner.

(ix)	Collection / Disposal of garbage from dustbins / containers;	Twice daily	Collection through dustbins located at different positions in the offices premises
(x)	Upkeep of the office (including cleaning of terrace/corridor /staircase/verandas/window panes on the floor etc.)	As and when required	
(xi)	Cleaning Window glass panel	Once in a month.	
(xii)	Miscellaneous Work	As and when required	

### Daily Services

- Proper and effective cleaning and sweeping and wet mopping of the entire premises daily including the lobby.
- Collection of all sweeping, garbage and wastes and transport/dispose of the same to the nearest pit. Removal of dust from furniture, floor, rooms, veranda, toilets, staircase etc.
- Proper and effective cleaning and washing of toilets, urinal, washbasins, sinks, sanitary fitting and fixtures using disinfecting material like Vim, Phenyl, Acid. Cleaning of all sanitary fittings, tiles and mirrors in the toilets walls.
- Dusting and cleaning of all furniture like tables, chairs, racks, almirahs, sofa sets, fans and any other electronic equipment including Telephones, Xerox Machines, and Fax Machines etc.
- Shifting of furniture and other items/stores from one place to another as required by the administration whenever required.
- Cleaning of drinking water cooler areas including attached sinks and tiles etc. with detergents, chemicals regularly and more often if required.
- Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of waste water.
- Dusting doors, windows, fans, notice boards, flower vases, and art objects provided in all the places in the space ahead of the time of opening of the office.
- Miscellaneous services such as serving of drinking water/refreshments etc., during Conferences / Meetings / Seminars at the premises.
- Any other work related to above scope of work as may be ordered by Senior Officers.

**Working Days / Timings.** Six days week will be observed for providing daily/weekly services mentioned above and working hours will be from 09.00 a.m. to 5.30 p.m.

**Engagement and Deployment of Manpower for Sweeping & Cleaning Services**

S. No.	Manpower Type	No. Of Personnel	Category	Central Wage Rate (Per day)
1	Supervisor	1	Skilled	
2	Sweeper & Cleaner	2	Unskilled	

Note: It is expected that the manpower deployed at the office of NSSO shall not fall below the numbers, specified in the above table.

Rates may be quoted in the following proforma:

S.No.	Manpower Type	Min Wages	EPF	ESI	Bonus	Other Chrgs.	Service Chrgs.	Total (for 26 days)	Service Tax As per rule
1	Supervisor								
2	Sweeper & Cleaner								

N.B. Tenderer has to submit the entire set of tender paper duly signed while dropping the tender.

**Terms and conditions:**

- 1) The persons employed should work on all days except Sundays and National holidays and the working hours will be from 09.00 a.m. to 5.30 p.m. including half an hour lunch break. However, the Agency shall depute workers on holidays/weekly offs in case of need.
- 2) Initially NSSO (FOD) may require two (2) workers for Sweeping and Cleaning Services. Their strength may increase or decrease as per the requirement of NSSO (FOD).
- 3) Rates/Quotations duly filed in, will be received up to the date and time mentioned in the letter.
- 4) Bidders should not indulge in employing child labour.
- 5) The Regional Office, NSSO (FOD), Nagpur, reserves the right to postpone and/or extend the date of receipt/opening of Tenders or to withdraw the same, without assigning any reason thereof.
- 6) The contractors are required to submit the complete Rates/quotations only after satisfying each and every condition laid down.
- 7) Rates/quotations should be submitted and signed by the authorized representative of the contractor with its current business address
- 8) Contractor shall in no case lease/transfer/sublet or appoint care taken for services.
- 9) Contractor shall be fully responsible for theft, burglary, fire or mischievous deeds, if any, by his staff. Any loss due to any of above reasons shall be compensated by him in full.
- 10) Notwithstanding anything contained herein, the NSSO(FOD), Regional Office, Nagpur, reserves the right to terminate the contract by giving 01(One) months' notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.
- 11) The Contractor will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan, tobacco etc. or unnecessarily loitering in the premises without work.
- 12) After the award of Contract, the Contractor shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period. The Period of contract shall initially be for a period of one year from the date of awarding the contract extendable for another year on satisfactory performance with such amendments as may be



mutually agreed upon and also subject to the necessary approval of the Competent Authority.

- 13) There is no master and servant relationship between the employees of the service provider and the NSSO (FOD) and further the engaged persons of the service provider shall have no claim for any absorption in service of the Government of India at any stage.
- 14) The personnel deployed should be well experienced, trained adequately and of sound health. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which should be displayed prominently. They should have knowledge of local language and preferably English too.
- 15) The contractor should furnish the full details regarding residential address, age, qualification, parentage etc., along with Photographs & telephone number of all housekeeping personnel for records.
- 16) During the validity of the contract, if any damage or loss of whatsoever nature, to property or person employed by the Contractor, is caused, the sole responsibility of the same shall lie on the contractor alone. The office will be indemnified by the Contractor from such loss/damage, if any to the property or person.
- 17) Similarly, if any damage or loss to office property is caused on account of negligence/misconduct of the Contractor or his Personnel, the same shall be the sole responsibility of the Contractor and the amount of such loss or damage as determined by office shall be recovered from the Contractor. Contractor shall be directly responsible for any/all disputes arising between him and his personnel.
- 18) The contractor shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this Office shall not be liable for any damages or compensation to any personnel or third party.
- 19) The responsibility of providing substitutes if a particular worker is absent or goes on leave shall be with the contractor and it should not hamper the effective functioning of Office.
- 20) The contractor shall be responsible for any commissions and omissions of the persons employed by them.
- 21) The contractor shall supervise the functioning of the workers within their limitations and shall take all efforts to ensure that the services provided are efficient and flawless.
- 22) The contractor will neither appoint any sub-contractor nor will sub-let the work assigned to him.

- 23) TDS, if applicable shall be deducted from all payments made to the contractor as per rules and regulations in force and in accordance with the income tax act prevailing from time to time. Statutory norms, such as Service Tax, VAT, etc. shall be applicable as per Government of India norms.
- 24) The Agency shall be contactable at all times and shall acknowledge immediately messages on receipt on the same day. The Agency shall strictly observe the instructions issued by the Office in fulfilment of the contract from time to time.
- 25) The persons to be deployed by the service provider should be more than 18 years old, active and having good health and should be at least semi-literate. The contractor shall employ only healthy adult and trained staff with good health and sound mind for all services.
- 26) The Agency will have to employ trained civilians, who have at least one year of experience in cleaning of bathrooms, toilets, open areas/carpet areas with electronic gadgets, garbage collection etc.
- 27) The contractor shall, employ a Supervisor for monitoring of its manpower, material etc., who would be responsible for all the activities of cleaning and sweeping.
- 28) It must be ensured that any specific sanitation task assigned by the NSSO (FOD) or any officer authorized by the Administration is carried out diligently and well in time;
- 29) NSSO (FOD) will have the right to adopt any measures/setup system for ensuring proper performance of duty, deployed by the contractor, including their being in proper uniforms, punctuality, discipline etc.
- 30) Payment to the agency shall be made on monthly basis on receipt of a bill from the contractor in duplicate, duly pre-receipted on revenue stamp and complete in all respect. No advance payment in any case would be made. The monthly payment will be subject to satisfactory services being rendered.
- 31) The persons engaged by the Agency should not have any adverse Police records/criminal cases against them. The Agency would be responsible to make adequate enquiries about the character and antecedents of the persons before proposing deployment their engagement for the purpose. The Character and antecedents of each personnel will be got verified by the service provider before their deployment through the local police and such report should be submitted before deployment. Proofs of identity like driving license, Election photo Identity Card, bank account details, pervious work experience, proof of residence and recent photograph and a certification to this effect should be submitted to the NSSO (FOD). The Service provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request from NSSO (FOD).
- 32) If any of the Contract workers is found misbehaving with the supervisory staff or any other Staff member/Trainees of the NSSO (FOD), the Contractor shall, on

receipt of instruction of the competent authority in this regard, replace such workers. The Contractors shall issue necessary instructions to its employees to act upon the instructions given by the supervisory Staff of NSSO (FOD).

- 33) The agency shall be solely responsible for complying with all the provisions of EPF and Misc. Provisions Act, 1952 and ESI Act relating to manpower engaged for this contract and in the event of any liability by virtue of its being principal employer due to failure of the contractor shall indemnify and reimburse the amount payable by NSSO (FOD) on this account.
- 34) The contractor shall submit every month the proof of having deposited the amount of contribution claimed by him on account of ESI & EPF towards the persons deployed at NSSO (FOD) in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount claimed towards ESI & EPF contribution shall be withheld till submission of proof of payment by the contractor.
- 35) The contractor shall particularly abide by the provisions of Minimum Wages Act. If the minimum wages is revised by the Government of India., the incremental wages, if applicable, will be provided.
- 36) **PENALTY CLAUSE:** - In case of any irregularities noticed, the penalty amount will be levied by NSSO (FOD) up to the extent of 10% of the monthly charges due for the relevant month, after issuing show cause notice to the agency and considering the explanation of the agency, if submitted within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.
- 37) **ARBITRATION CLAUSE:-**In case of any disputes between the parties viz. NSSO (FOD) on one hand and the agency/firm awarded the Contract on the other, arising out on account of scope of work and other mandatory liabilities as stated in the Contract Agreement, the dispute shall be referred to an Arbitrator as per arbitration and Reconciliation Act 1996, in Nagpur jurisdiction.
- 38) The successful Agency will be required to execute an agreement with NSSO (FOD) within the period specified in the award letter.
- 39) Unsatisfactory performance of contract at any stage of time shall be liable for termination of work award order and may also lead to forfeiture of performance-cum-security deposit.
- 40) In case, the office receives any complaint regarding nonpayment of wages to personnel the amount payable to these personnel will be recovered from vendor's bill and paid to such personnel.

## UNDERTAKING BY THE CONTRACTOR

To

The Head of Office,  
Regional Office, NSSO (FOD),  
Nagpur.

Sir/Madam,

1. I/We hereby agree to abide by all terms and conditions laid down in the tender document.
2. This is to Certify that I /We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself / ourselves abide by the said terms and conditions.
3. I/we abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, etc., and any other charges applicable from time to time. I /We will pay the Wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We do hereby undertake that complete Housekeeping and Cleaning Services of the NSSO (FOD), Office shall be ensured by our Agency.

(Signature of the Bidder)  
Official Seal

Name and Address of the Bidder :

Place:

Date:

Tel.No./Fax No./Mobile:

E-mail: